




PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Notice of Allowance dated: 03/17/2006
Confirmation No. : 4873

In re application : Gene W. Lee
Serial No. : 09/203,965
Filed : December 2, 1998
For : SYSTEM AND METHOD FOR MANAGING A HOLD
QUEUE BASED ON CUSTOMER INFORMATION
RETRIEVED FROM A CUSTOMER DATABASE
Examiner : William Deane, Jr.
Attorney's Docket : DAVOX-159XX
Group Art Unit : 2642

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: MAIL STOP ISSUE FEE, Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on April 28, 2006.

By 
Andrew R. Martin, Esq.
Registration No. 45,413
Attorney for Applicant(s)

LETTER TO THE CHIEF DRAFTSMAN

MAIL STOP ISSUE FEE
Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

Pursuant to the Notice of Allowance dated March 17, 2006, submitted herewith in the above-identified application are formal drawings.

In re Application of : Gene W. Lee
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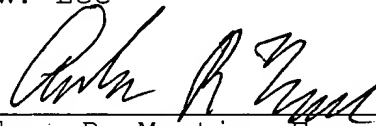
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Kindly approve and substitute these formal drawings for the ones currently on file as appropriate, and charge any costs associated therewith to Patent and Trademark Office Account No. 02-3285. Triplicate copies of this transmittal letter are enclosed.

Respectfully submitted,

Gene W. Lee

By



Andrew R. Martin, Esq.
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Date: April 28, 2006

Enclosures



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I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Mail Stop Issue Fee, Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450 on 4-28-06.

By

Andrew R. Martin, Esq.
Registration No. 45,413
Attorney for Applicant(s)

NOTIFICATION OF LOSS OF ENTITLEMENT TO SMALL ENTITY STATUS

Mail Stop Issue Fee
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Sir:

Patentee respectfully requests removal of small entity status pursuant to 37 C.F.R. §1.27(g)(2). Applicant submits that there has been no attempt to fraudulently establish small entity status, but rather that a recent corporate merger prevents Applicant from claiming small entity at this time.

Respectfully submitted,

By

Andrew R. Martin, Esq.
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Date:

4-28-06